



# The Human Touch

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TOGETHER WE MAKE A DIFFERENCE



**APHSA conference panel above on “A Winning Media Strategy” with Carol Sisco, DHS; Natalie Holmes, The Welfare Reporter; Larry O’Rourke, McClatchey Newspapers. Former APHSA employee Roz King, right, performing for the 75th anniversary conference**



## Speaker Barbara Blum Brings APHSA’s History to Life

**By Carol Sisco  
DHS Public Information**

WASHINGTON – Barbara Blum was born in 1930, the year that human services administrators first came together to seek assistance for the nation’s most vulnerable residents: children, the poor and the elderly. Who better to open the American Public Human Services Association’s 75<sup>th</sup> anniversary here in March than the director of the Research Forum at the National Center for Children in Poverty?

Blum remembers men riding the rails looking for work and exchanging chores for food during the Great Depression. She also recalls elderly neighbors and family members who lived with family if lucky but otherwise were sent to local poor farms.

Blum brought the history of APHSA to life, as did musical selections from the 1930s through the ‘90s at a Monday night gala. The men Blum remembered from the Great Depression probably would have recognized “I’ll Be Seeing You” and “Sentimental Journey” from the 1940s. “Rock Around the Clock” and “Hound Dog” evoked the

‘50s, while Baby Boomers moved to “I heard It Through the Grapevine.”

Great progress was made for children and adults beginning with child care, nursery schools and foster care in the early ‘30s, to the School Lunch Act of 1946 to Medicare, Medicaid and Head Start in the ‘60s, to food stamps in the ‘70s, said MaryLee Allen, Division of Child Welfare and Mental Health Director at the Children’s Defense Fund.

“We’ve made great progress in reducing sick, neglected and abused children,” Allen said. “We still have far to go because every 35 seconds a child is abused or neglected in the United States.”

Dedication to the cause of children isn’t enough, Allen said. Their advocates need to move “into the traffic” caused by big agencies heading to the Capitol every day to promote their programs.

Challenges include getting people to realize that “children don’t come in pieces” while we still have social programs that concentrate on “one piece” of

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## Gov. Jon Huntsman Jr. Honors DHS Employees

### **February:**

Rich Rayl, Webmaster, Office of Technology, Salt Lake

Rich Sallstrom, Office of Fiscal Operations, Salt Lake

Gwen Zabokrtsky, Division of Child and Family Services, Ogden

### **March:**

Michele Stewart, Office of Administrative Support, Salt Lake

Nancy Howes, Ph.D., and Keri Herrmann, M.D., Utah State Hospital, Provo

### **April:**

Diane Curtis, Support Coordinator, Division of Services for People with Disabilities, St. George

John DeWitt, Research Consultant, Division of Juvenile Justice Services, Salt Lake

Roberta Casados, Compliance Specialist, Office of Recovery Services, Riverton

### **May:**

Jim Jennings, Licensing Specialist, Office of Licensing, Price

Matthew Lyman, Adult Protective Services Program Administrator I, Division of Aging and Adult Services, Richfield

Sharon Goodrich, Administrative Secretary, Office of Public Guardian, Salt Lake

### **June:**

Jamie Boyle, Payroll Technician, Office of Human Resources, Salt Lake

Debbie Naegle, IT & Product Support Manager, Office of Technology, Salt Lake

Wade Owen, SAFE Development Team, Office of Technology, Salt Lake

## APHSA's 75th Year . . .

Continued from page 1

the child but not the needs of the whole child, she continued.

Class and race also enter the social equation, said Allen. "We need to fashion policies that all children need, like the ones we all want for our own children."

Speaking later on "The Ownership Society," Clarence Carter suggested a similar "person-centered" approach to reducing poverty. Carter directed the federal Office of Community Services until earlier this year

"I'm here today as a private citizen," he said, "not as a Democrat or Republican, a conservative or liberal, but as somebody who cares deeply about this society maximizing its capacity."

Because society uses programs as the focus of helping, it's hard to build service intervention for each person, he said. "We need to discuss a person-centered system."

Neither asking people to do everything alone or offering to do everything for them really works, Carter said.

"The truth is neither gets us all the way home," he continued. "So, we need to talk about

reciprocal responsibility. Society doesn't have an obligation to walk anyone's life journey for them. But it is responsible for providing ways."

Carter suggested APHSA and others launch a social movement to change the way the nation deals with poverty.

"We live in an age of constant change," APHSA Executive Director Jerry Friedman said during closing remarks. "Indeed, change is perhaps the only thing that we can count on in this rapidly changing world."

Remaining standing on "the rock of our values and firmly imbedded principles," is perhaps the greatest accomplishment in the swirl of change, Friedman said as he quoted former APHSA Deputy Director Linda Wolf.

And most of all, Friedman said, we need to continue serving others. Speaking from a sermon Dr. Martin Luther King Jr. delivered at Ebenezer Baptist Church in Atlanta, Friedman said:

"Everyone can be great because everyone can serve. You don't need a Ph.D. to serve. You don't have to make your subject and your verb agree to serve. You don't need to know Einstein's Theory of Relativity to serve. You only need a heart full of grace and a soul generated by love and you can be that servant."

## Mark Payne Named DHS Manager of the Year

By Carol Sisco  
DHS Public Information

Mark Payne, who started his Human Services career as a psychiatric technician changing hundreds of diapers on the night shift at Utah State Hospital's geriatric unit and progressed to hospital superintendent 12 years ago, was named DHS Manager of the Year. He became Division of Substance Abuse and Mental Health Director June 20<sup>th</sup>.

Runners-up are Division of Child and Family Services Southwest Region Director Todd Minchey and Division of Juvenile Justice Services Office of Quality Assurance Administrator Mary Hoffman.

Payne did "double duty" as State Hospital Superintendent and Division of Mental Health Interim Director from November 2000 until June 2001. He also received national recognition, along with his employees, for developing a state of the art electronic records system named "e-chart" and was honored by the University of Utah's School of Social Work last year for his outstanding contributions to the mental health field.

"Finally, it is important to recognize Mark for his 'human touch,'" Human Services Executive Director Lisa-Michele Church said. "His staff will

tell you he is approachable, caring and concerned for them as people. He listens well and tries to develop positive solutions for all concerned. If you walk down the hall with him, patients are comfortable approaching him,



**Mary Hoffman receives runner-up Manager of the Year Award**



**Mark Payne accepts Manager of the Year Award from Lisa-Michele Church**

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## Mark Payne Leads Substance Abuse, Mental Health Division

Utah State Hospital Superintendent Mark I. Payne became Utah Division of Substance Abuse and Mental Health Director June 20<sup>th</sup>.

Payne was the hospital superintendent for 12 years. He began his hospital career nearly 30 years ago and has served in various leadership and treatment positions. He also did "double duty" at the hospital and as interim mental health director from November 2000 until June 2001.

"It's important to recognize Mark for his 'human touch,'" said Human Services Executive Director Lisa-Michele Church in announcing his promotion. "His staff will tell you he is approachable, caring and concerned for them as people. If you walk down the hall with him, patients are comfortable approaching him, and he always takes time to smile and greet them."

Payne has several goals for the agency including developing a comprehensive plan to guide all decisions, policy and operations.

"Promoting consumer involvement and self-determination is vital," Payne said. "I also want to further develop the relationships with local substance abuse and mental health authorities statewide and increase public education on substance abuse and mental health issues."

Payne has a master's degree in social work from the University of Utah, a bachelor of science in social work from Brigham Young University and was recently named Human Services Department manager of the year.

Dallas Earnshaw, the State Hospital's assistant clinical director for the past 12 years, is serving as acting superintendent.



## DHS Managers of the Year ...

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and he always takes time to smile and greet them.”

Payne’s employees described him as “one of the most respected and admired managers and professionals we have known in mental health over the past 20 years” and cited his greatest strength as “his personal integrity and moral character.”

Hoffman leads by example, according to her employees. “She sets high standards for herself and achieves them. Mary’s character is above reproach,” they said. “Mary exhibits outstanding judgment, problem-solving and decision-making skills.... She is not afraid to make difficult decisions and take responsibility for the outcomes.”

Hoffman also was described as being very customer oriented. Her customers include private providers, Juvenile Justice Services’ case managers, agency clientele, parents and the community.

“Mary strives to create an environment that reflects her open, honest, ongoing, communication style,” her employees wrote. “She encourages us to be open and honest in return.”

Leadership is Minchey’s greatest strength, according to his employees. “He has a clear vision of where the region needs to be and how to get there. He has a unique ability to share that vision



**Todd Minchey collects his runner-up Manager of the Year Award from Lisa-Michele Church**

with others and motivate them to excel in the goals and missions that have been established,” they wrote.

“Todd truly leads by example. He talks the talk and walks the walk,” his employees said. “It might be said of the Southwest DCFS Region that the plane is in flight, the destination is known and the pilot is in the pilot seat flying the plane.”

Minchey also cares deeply about customer service. “Todd has empathy for those he serves and is respectful,” the employees said. “Todd also has created a clear vision with staff, keeping dialogue open and free flowing in both directions.”

## Directors Appointed for Aging & Disabilities Divisions

Human Services Director Lisa-Michele Church announced the appointment of George Kelner and Alan Ormsby as division directors in April. Both previously served as acting directors. Kelner leads the Division of Services for People with Disabilities, and Ormsby is Division of Aging and Adult Services Director.

“With his keen mind and compassionate heart, George will bring stability and vision to the division’s important work,” Church said. “George’s leadership already has and will continue to move the division forward in meeting the needs of individuals with disabilities.” A 22-year Human Services

employee, Kelner became acting director in March of 2004.

Ormsby was named acting director in Aging and Adult Services last January and was legal services developer prior to that. “Alan brings a deep understanding of the legal issues faced by elderly Utahns and a passionate commitment to improving services for our senior population,” Church said.

“I’m deeply concerned about all the individuals who desperately need services,” Kelner said. “I want to get stakeholders to the table and work

## Jeanne Godfrey from DCFS Picked as Utah's 2005 Mother of the Year

Jeanne Godfrey from the Ogden Division of Child and Family Services office was named both Weber County and Utah State Mother of the Year for 2005. She was selected by the Ogden/Weber chapter of American Mothers Inc. to represent Weber County and also won the state contest. DCFS is proud of Jeanne and feels she richly deserved this honor.

Jeanne has been a very significant member of the Northern Region DCFS staff since August 1994. She began her career with DCFS as a child protective services support tech in charge of developing the 24-hour team meeting process. The process she helped develop has served us well in ongoing efforts to partner with the community on behalf of children.

Jeanne soon became the Ogden office's support-staff supervisor. She contributed to the successful development of many support staff, encouraging and assisting them in their personal and professional goals. Jeanne frequently leads Northern Region in the development and application of processes and systems that aid DCFS in serving children and families. Some of the projects Jeanne has assisted in have been shared statewide.

DCFS Director Richard Anderson knew Jeanne when she was a foster parent in Northern Region.

"I first became acquainted with Ms. Godfrey when she was a foster parent from 1990 to 1994,"

Anderson said.

"She had 26 children stay with her during that time.

I was then the regional director over the northern six counties. Early on staff would tell me I

needed to meet this incredible foster mom who was the best they ever encountered.

"Knowing that Utah's foster parents are the best in the nation, and hearing that this person was the best of the best, she caught my attention quickly," Anderson continued. "There was a unanimous opinion that this foster mother really stood out among the already great foster mothers we knew. Her motto came from the Peace Corps, 'It's the hardest job you will ever love.'"

Jeanne has been active in PTA, volunteered at Ogden City Schools and taught continuing education. She regularly speaks to youth groups, women's groups and congregations on a variety of topics. Jeanne wrote "A Child Carefully Taught," and copyrighted a house-cleaning system.

She went to work at DCFS after her children were grown. She has a great love for children and has worked with them all her life.



### Directors Named ...

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intensively to develop new strategies to help these individuals and their families."

"Aging and Adult Services has a tremendous opportunity to advocate for Utah's growing senior population," Ormsby said. "Many people don't realize that Utah's senior population is growing faster than its school age population. Utah has more than 200,000 citizens 65 and older. By 2030 we will have 500,000 seniors. I am excited to lead the division as it prepares for the challenges and opportunities of our aging population."

Kelner has a Ph.D. in educational psychology. Prior to becoming acting director, he was associate director for four years. He has oversight over all division programs and at Utah State Developmental Center. He manages a \$160 million budget and oversees about 1,000 employees.

Ormsby has a Juris Doctor and a bachelor of science in business administration. He manages division programs and has oversight of programs provided through local aging agencies. He manages a \$22 million budget and has 65 employees.

Acting directors have been named in two areas. They include Dan Maldonado in Juvenile Justice Services and Mark Brasher in the Office of Recovery Services.

**Lisa-Michele Church ...**

## **Tells Legislators Human Services Employees Are Great**

**(Excerpts from her April 20<sup>th</sup> speech follow.**

**Entire text is at:** [http://www.hs.utah.gov/news\\_remarks.htm](http://www.hs.utah.gov/news_remarks.htm) )

First of all on a personal note I would like to say how proud I am to be associated with the Department of Human Services. I came in as an outsider two months ago and I honestly did not know what to expect. I have been greatly impressed with the high quality of the work they do. You should be very proud of the committed, talented people who work for us, and perform some of the most thankless tasks in society.

As you know, a day in a Human Services office may consist of 1) reunifying a mother and her child, 2) finding respite care for the sister of a disabled adult, 3) watching a teenager return and graduate from high school after getting the right mix of mental health treatment or 4) attending a drug court to see someone's life being turned around.

It is the sheer breadth and depth of our reach into people's lives that regularly puts us in the headlines. And that is a precarious place to be. The tremendous potential of good we can do is matched by the potential that there will be a tragedy. So I would ask you to look beyond any anecdotes you hear – good or bad – about our department, and focus on the excellent results that make up the majority of our day-to-day efforts.

After receiving this appointment I decided to interview as many of my 5,000 employees as I could in one-on-one 20-minute sessions and then do group visits at one outlying site per week. I've been doing that for weeks now. Just as I suspected, some themes emerged. I would like to share those with you, because they will likely be the foundation of my leadership agenda in the coming year.

- First, increase cooperation with other departments, particularly the Departments of Health and Workforce Services, to improve the delivery of services to our common clients. I've met with both cabinet members there and we agree

we will center our efforts around use of the Medicaid waiver.

- Second, it is obvious that there is much more to be done with the issues that cut across all areas of my department — from Juvenile Justice to Child Protective Services to mental health to substance abuse and back. We currently have 89 children placed in Department-wide custody because their needs are so varied they can't fit in one agency. Beyond that, there are so many times where, for instance, substance abuse is a factor in the work JJS can do with a youth offender, or mental health issues are complicating a disabled person's treatment, or our ability to collect child support is affected by the work DCFS is doing in the home. As the head of the department I intend to take the lead on this crosscutting cooperation.

- Third, I need to find meaningful ways to retain the caring employees I have, who are performing this demanding social work day in and day out. Working with unmet need continuously burns people out. We need to improve retention, recruitment, training and productivity.

- Fourth, I am committed to fiscal responsibility. It becomes readily apparent — after seeing the limitless expectations that our community has from my department — that we could spend every single dollar we ever received from the federal or state government. That would not be responsible. We can't expect a significant flow of new money coming our way. I am committed to slowing our reliance on General Fund appropriations and to meet client needs through management, prevention and efficiencies where possible.

- Fifth, there is a need to do more community outreach and strengthen our partnerships with the courts, with local officials, with the schools and with law enforcement.

Those are the early themes I have discovered, and I would welcome your thoughts or comments as I continue to set my agenda.



## Finally Independent ...

# Three Women With Disabilities Get Their Own Home

**By Steve Wrigley**

### **Services for People With Disabilities**

LINDON, Utah County – Since moving into a new home here last summer, Ashley Sorensan, Shantell Wells and Jann Laberum have become more independent than they ever expected to be.

The three new roommates have serious physical disabilities. Because of a partnership agreement between the Division of Services for People with Disabilities and the Housing Authority of Utah County, they now live in a fully accessible home.

They have wheelchair ramps, wider doorways, lower counters, modified bathrooms and lever or loop-style hardware that allows them to open drawers and doors. Two homes have opened in Utah County. The women have one and three men live in another.

The women's 2,100 square-foot one-story house has three bedrooms, an office, accessible restrooms and a large common area. Other partners included Lindon City that leased land and the Department of Housing and Urban Development, which provided grants. Because of the grants, the women also have slightly more discretionary funds so they can participate in community activities and buy necessary personal items.

Danville Services of Utah helps the women with daily needs they can't handle alone.

Wells and Laberum left an existing group home that wasn't fully accessible, and Sorensan left home for the first time. Each woman's self-esteem has grown as they've been able to handle their own cooking, laundry and cleaning in the disability-friendly environment.

Sorensan, 22, has become more independent and outgoing. She has taken on new responsibilities like cooking, laundry and cleaning her room. She enjoys her roommates, the common area and the chance to organize pizza and movie night parties.



**Shantell Wells, right, welcomes Linda Robinson to her new home**

Sorensan also likes eating out, shopping and recently started dating.

"It is weird to be away from home and have my own life," said Sorensan who enjoys the new responsibility. She also likes Brenda Callister, her support coordinator from the disabilities office. "She is nice to me and helps get things moving faster. Brenda is always here for me and helps me in my life."

Wells, 25, previously lived in a group home with four women who were more intellectually disabled than she is. She couldn't have conversations with them so really enjoys talking to her new roommates. Since her other home wasn't completely accessible, she relied more heavily on staff to help her get through the day. The home also was small, making it difficult for Wells to maneuver in her motorized wheelchair.

"There were lots of walls in the way," Wells recalled. Several of the women also had multiple behavior problems, making it difficult to form close friendships.

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**Jann Laberum fixes a snack at the microwave in her new home**

## **Independent at Last . . .**

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Prior to that, Wells lived at home with her parents. Because the home wasn't accessible, her parents had to lift her into and out of the shower. She has more freedom and privacy now and relies less on others to meet her personal needs.

Wells likes "everything" in her new home. "I have lots of new experiences and more freedom. I get to meet new people and make new friends," she said. Wells also is more verbal as she's gotten to know people, and she recently got engaged.

"It has been a good roommate situation that you don't typically find," said Kris Perry from Danville. "These women really love one another. These ladies are my second home. They make me feel like I am somebody."

The residents and Danville employees are starting to fit into the neighborhood, especially after distributing gifts to all their neighbors last Christmas.

Very few individuals with severe physical disabilities can afford fully accessible homes since they often rely totally on Social Security income. But the partnership between Disabilities and Utah County Housing Authority means that six people are living more independently in the community.

## **Be Sure You're Picnic's A Healthy One**

Are you heading for the park, canyon, zoo or lake this summer? If you're planning a picnic why not plan a healthy one? Here are a few suggestions.



For entrees try:

- Chicken or turkey breast sandwiches
- Whole-wheat pita bread and hummus
- A green salad topped with grilled chicken

For sides and desserts try:

- A variety of cheeses, fruits and crackers
- A variety of sliced vegetables
- Angel food cake topped with fresh fruit

Remember to keep your perishables chilled below 40 degrees to keep them safe. After you're done eating, make sure your perishables are chilled within one hour.

## **The Human Touch**

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